dotBiz Infrastructure on SCMS for GAE

Change Request Dynamic Form

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| THIS DOCUMENT NEEDS TO BE UPDATED |

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# Overview

Form URI: /lessons/schedule/changerequest

The change request form provides a simple method of collecting information from customers wishing to change attributes of their lessons. The page functions as two forms in one, offering options for changing one lesson, or changing all lessons. Specific areas of the form update as client input is entered. Submissions are emailed to [info@rocketeria.biz](mailto:info@rocketeria.biz) (see [Output](#_6lxecmyjt31o)).

# End-User Experience

This section outlines all information flows that a client may experience.

## Landing & Action Selection

When browsing to the form URI, clients are presented with the “change one lesson” form headed by large buttons that are used to switch between this and the “change all lessons” form. The red button indicates the currently selected option.

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| *Switching between “Change One” and “Change All”* |

## Change One Lesson

### Data Entry

Text inputs clear on focus, and otherwise behave as expected. The masked date and time fields spawn popup selectors when focused; the date selector does not allow days before the current day to be selected, and the time selector presents half-hour intervals from “00:00” to “11:30”, without AM/PM awareness.

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| *The Date Selector Popup*    *The Time Selector Popup* |

#### Disclaimer Change

The initial disclaimer reads as follows:

*I understand that if this lesson is eligible for make-up under the terms of Rocketeria's* [*Music Lessons Policies*](http://dotbiz-dev.rocketeria.biz/lessons/policy)*, I am responsible for booking it within the allowed time.*

When the current day (according to the client’s computer) is selected on the date popup, the disclaimer changes to read:

*I understand that under the terms of Rocketeria's* [*Music Lessons Policies*](http://dotbiz-dev.rocketeria.biz/lessons/policy)*, same-day cancellations are not eligible for make-ups.*

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### Data Validation

Upon clicking Submit, basic checks are performed on the entered data before it is sent to the server.

#### Missing Data

Fields that the client failed to populate are highlighted, and a message is displayed.

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| *Failed Validation for Missing Data.*  *The highlighted field and error message would appear the same for nonsensical data.* |

#### Nonsensical Data

The “Billing/Account Name” and “Student” fields of both forms will fail to validate if the data does not match the following: One or more characters, followed by a comma, followed by one or more characters. This is a very rudimentary check, designed to accept all manner of names that may have additional punctuation, additional spaces, and may be very short or very long. The invalid text field is highlighted and the generic error message appears exactly as it does for missing data.

### Successful Submission

#### Change One Lesson

The message presented after submission of the Change One form is worded to suggest that, (a) no additional actions are needed on the customer’s part, and (b), the customer should not expect any further confirmation.

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| *Successful Submit of Change One Lesson* |

#### Change All Lessons

The message presented after submission of the Change All form states that the customer will be contacted.

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| *Successful Submit of Change All Lessons Form* |

### Unsuccessful Submission

This section covers the error message that is shown in the event that data is validated successfully, but the client’s web browser is not able to send the data to the server. This could be caused by a brief client-side network outage, a bug in the server code, or any number of other things. This event should not be confused with [unsuccessful data validation](#_tago32ky1mku).

In the event that the client’s browser is unable to send the form data, a message prompts the client to contact Rocketeria through other means. This is an unexpected event and, if persistent, should be brought to Kyle’s attention.

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| *An Unsuccessful Submission Error* |

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## Without Javascript

A small percentage of internet users have Javascript disabled in their internet browsers. The Change Request Form relies heavily on javascript for aesthetics and dynamic changes, but will function without it.

Clients that do not allow scripts from rocketeria.biz will observe the following:

* Both the Change One and the Change All form appear together on one page, with independent Submit buttons for each
* The form selection buttons have no effect
* Date and Time input fields do not spawn a pop-up selector
* No validation of any kind occurs; the form can be submitted with missing or nonsensical data

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# Output

Successful submissions generate emails to info@rocketeria.biz. All emails from the web site include “[SCMS]” in the subject for easy identification. An example is shown below.

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| From: SCMS Application Server [via](http://support.google.com/mail/bin/answer.py?hl=en&answer=1311182&ctx=mail) m3kw.apphosting.bounces.google.com  To: me |
| Subject: [SCMS] Lesson Change Request for Sample, Parent |
| Billing / Account Name: Sample, Parent  Student Sample, Student wishes to change teacher going forward. Please contact via phone.    ...  This message was generated by SCMS in response to a form submission on [rocketeria.biz](http://rocketeria.biz/).  Please do not reply. The robot cannot hear you scream.  If you believe this message was sent in error or contains an error, please forward it to kyle@rocketeria.biz. Include a brief explanation of the issue.  Environment: dev  App Version: 0.9.5.2  Namespace: sendmail.MailHandler().post()  Client: 71.191.182.105 via Mozilla/5.0 (X11; Linux x86\_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/35.0.1916.153 Safari/537.36 |

# Security

## Authentication

In short, **there is no authentication whatsoever**. Any individual can populate this form with the information of any other individual, possibly with malicious intent.

## Bots

There is no mechanism to prevent automated agents from submitting the change request form. Bots that troll the internet propagating spam or attempting to exploit common security flaws may submit this form, causing email to be sent with nonsensical data. If this occurs infrequently, simply delete the mail message and pay it no further mind.

If gibberish or spam-y submissions become frequent, a CAPTCHA or other means of deterring bots can be implemented.